

WHAT IS CLAIMED IS:

1. A server device comprising:

a communication module performing communications with a client device;

5 a service providing module providing a service to said client device via said communication module;

an evaluation module evaluating a quality of the service provided; and

a fee calculation module calculating a fee charged for

10 the service in a way that reflects a result of the evaluation in the calculation.

2. A server device according to claim 1, wherein said

evaluation module evaluates the quality of the service on the 15 basis of a degree of attainment of the service requested from said client device.

3. A server device according to claim 1, wherein said

communication module receives information on a degree of

20 satisfaction of a customer which is evaluated by said client device with respect to the service provided, and

saidevaluationmodule evaluates the quality of the service on the basis of the degree of satisfaction of the customer.

25 4. A server device according to claim 1, further comprising:

a recording module recording a history of accesses to said

server device from said client device; and

a count module counting a setting operation time when making a request for the service via said client device,

wherein said evaluation module estimates a degree of

5 satisfaction of the customer with respect to the service from the history of the accesses, the setting operation time counted or the degree of attainment of the service in response to the request given from said client device.

10 5. A server device comprising:

a communication module performing communications with a client device;

a service providing module providing a service to said client device via said communication module; and

15 a usage knowledge accumulation module accumulating pieces of usage knowledge for using the service, wherein said service providing module, when completing the service for said client device, makes a request for an approval for accumulating pieces of information on the service as the 20 usage knowledge in said usage knowledge accumulation module, and

said usage knowledge accumulation module, if obtaining the approval from said client device, accumulates the information on the service, and provides said client device or other client 25 device with the information.

6. A server device according to claim 5, further comprising

a fee calculation module calculating a fee charged for the service provided,

wherein said fee calculation module discounts the fee charged for the service when obtaining the approval.

5

7. A server device according to claim 5, wherein the information on the service is information on an execution case of executing an application program provided in the service, information on a definition of a macro process consisting of
10 a combination of a plurality of functions provided in the application program, or data generated by executing the application program.

8. A service providing method of providing a service to
15 a client device connected to a network, comprising:
receiving a request from said client device;
providing the service corresponding to the request;
evaluating a quality of the service provided; and
calculating a fee charged for the service in a way that
20 reflects a result of the evaluation in the calculation.

9. A service providing method according to claim 8, further comprising calculating a degree of attainment of the service provided in response to the request given from said client device,
25 wherein the quality of the service is evaluated based on the degree of attainment in said evaluation.

10. A service providing method according to claim 8,
further comprising a step of receiving information on a degree
of satisfaction of a customer which is evaluated by said client
device with respect to the service provided,

5 wherein the quality of the service is evaluated based on
the degree of satisfaction of the customer in said evaluation
step.

11. A service providing method according to claim 8,
10 further comprising:

recording a history of accesses to said server device from
said client device;

counting a setting operation time when making a request
for the service via said client device; and

15 calculating a degree of attainment of the service provided
in response to the request given from said client device,

wherein a degree of satisfaction of the customer with
respect to the service is estimated from the history of the
accesses, the setting operation time or the degree of attainment
20 of the service in response to the request given from said client
device, and a quality of service is evaluated base on the degree
of satisfaction of the customer in said evaluation.

12. A service providing method of providing a service to
25 a client device connected to a network, comprising:

receiving a request from said client device;
providing the service corresponding to the request;

evaluating a quality of the service provided;

making a request for an approval for accumulating pieces of information on the service as usage knowledge when completing the service for said client device;

5 accumulating the information on the service as the usage knowledge if obtaining the approval from said client device; and

providing said client device or other client device with the information on the service.

10

13. A service providing method according to claim 12, wherein the fee charged for the service is discounted when obtaining the approval in said fee calculation.

15

14. A service providing method according to claim 12, wherein the usage knowledge is information on an execution case of executing an application program provided in the service, information on a definition of a macro process having a combination of a plurality of functions provided in the 20 application program, or data generated by executing the application program.

20

15. A readable-by-computer recording medium recorded with a program, for providing a service to a client device connected 25 to a network, executed by a computer, said program comprising:

receiving a request from said client device;

providing the service corresponding to the request;

evaluating a quality of the service provided; and calculating a fee charged for the service in a way that reflects a result of the evaluation in the calculation.

5 16. A readable-by-computer recording medium recorded with a program according to claim 15, further comprising calculating a degree of attainment of the service provided in response to the request given from said client device,

wherein the quality of the service is evaluated based on
10 the degree of attainment in said evaluation.

17. A readable-by-computer recording medium recorded with a program according to claim 15, further comprising receiving information on a degree of satisfaction of a customer which is evaluated by said client device with respect to the service provided,

wherein the quality of the service is evaluated based on the degree of satisfaction of the customer in said evaluation.

20 18. A readable-by-computer recording medium recorded with a program according to claim 15, further comprising:

recording a history of accesses to said server device from said client device;

counting a setting operation time when making a request
25 for the service via said client device; and

calculating a degree of attainment of the service provided in response to the request given from said client device,

wherein a degree of satisfaction of the customer with respect to the service is estimated from the history of the accesses, the setting operation time or the degree of attainment of the service in response to the request given from said client device, and a quality of service is evaluated base on the degree of satisfaction of the customer in said evaluation.

19. A readable-by-computer recording medium recorded with a program, for providing a service to a client device connected to a network, executed by a computer, said program comprising:

- receiving a request from said client device;
- providing the service corresponding to the request;
- evaluating a quality of the service provided;
- making a request for an approval for accumulating pieces of information on the service as usage knowledge when completing the service for said client device;
- accumulating the information on the service as the usage knowledge if obtaining the approval from said client device; and

20. providing said client device or other client device with the information on the service.

20. A readable-by-computer recording medium recorded with a program according to claim 19, wherein the fee charged for the service is discounted when obtaining the approval in said fee calculation.

21. A readable-by-computer recording medium recorded with
a program according to claim 19, wherein the usage knowledge
is information on an execution case of executing an application
program provided in the service, information on a definition
5 of a macro process consisting of a combination of a plurality
of functions provided in the application program, or data
generated by executing the application program.